

CSC Adopted: October 2001 , CSC Revised: _____**Class Title: Visitor Services Specialist****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Develops and manages special events and volunteer programs and manages a gift shop. Schedules lectures and plans activities. Provides assistance to patrons to provide a memorable experience, and manages volunteers and staff.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Plans and coordinates special events by gathering data and answering questions regarding upcoming events, scheduling staff and outside lecturers, and making arrangements for decorators, equipment and entertainment.
2	L	Provides assistance to patrons by answering telephone inquiries, greeting visitors, giving directions, conducting tours, and resolving problems.
3	L	Manages volunteers and staff by determining staffing needs, developing policies and procedures, assisting with recruiting, training and monitoring staff, maintaining personnel files, and preparing statistical reports.
4	L	Manages a gift shop by implementing the budget, assisting personnel with product development and marketing plans for the gift shop, monitoring inventory and purchases, stocking goods, creating and setting up displays, troubleshooting the computer system, maintaining records, reviewing receipts, purchase orders and other financial documents, and monitoring sales trends.

CSC Adopted: October 2001 , CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years of experience in business administration or customer service.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read contracts, reports, manuals, articles, training materials, policies, and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, contracts, policies, job descriptions, and general correspondence.
Managerial	Managerial responsibilities include communicating with clients and guests, researching for budget documents, overseeing training, directing staff work performance.
Budget Responsibility	Performs research for documents, compiles data for computer entry, and/or enters or oversees data entry and has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than bureau size.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: October 2001 , CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Discussions, supervision of staff, greeting guests
Sitting	F	Meetings, interviews, computer, desk work
Walking	F	Tours, supervision of staff, building security
Lifting	O	Boxes, paperwork, tables, chairs, podiums, audiovisual equipment
Carrying	O	Paperwork, chairs, props, boxes
Pushing/Pulling	O	Podiums, audiovisual equipment
Reaching	R	Audiovisual equipment, hanging banners
Handling	F	Boxes, paperwork, tables, chairs, audiovisual equipment
Fine Dexterity	O	Computer keyboard, writing, hanging banners, setting up and tearing down lights
Kneeling	R	Setting up and tearing down equipment
Crouching	N	
Crawling	N	
Bending	O	Lifting items, boxes, paperwork, setting up and tearing down equipment
Twisting	O	Setting up and tearing down equipment
Climbing	F	Stairs, ladders
Balancing	F	Stairs, ladders
Vision	C	Computer, desk work, setting up and tearing down equipment
Hearing	C	Guests, volunteers, staff, telephone, caterers, rental company, training, presentations
Talking	C	Guests, volunteers, staff, telephone, caterers, rental company, training, presentations
Foot Controls	N	
Other (specify)	N	

CSC Adopted: **October 2001** , CSC Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Pushcarts, tables, chairs, copy machine, fax machine, telephone, radio, audio visual equipment, podium, microphones, slide and video projectors, computer, laser or inkjet printer, Standard Microsoft Windows and Office software, VISTA

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	S
Chemical Hazards	N	Extreme Temperatures	M
Electrical Hazards	N	Noise and Vibration	M
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	--
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

(1)

(2) Museum

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3)